



May 29, 2007

Commission's Secretary
Office of the Secretary
Federal Communications Commission
445 12th St., S.W.
Washington, D.C. 20554

Subject: Designation of 2-1-1 and 5-1-1 as abbreviated dialing codes
CC Docket NO. 92- 105

United Way 211 of Pasco County hereby submits its Reply Comments to Public Notice DA 07-2017, released May 7, 2007. The Public Notice requested comments on the status of implementation of the 211 and 511 Dialing Codes. Further, the Public Notice requested comments on actions the Commission should take if these Dialing Codes are not widely used. United Way 2-1-1 of Pasco County is limiting its comments to the status of 211service in Florida.

United Way 211 of Pasco County employs 3 full-time employees and since October 2, 2006 has provided 211 service to Pasco County reaching a population of more than 450,000. The database of service providers used for making referrals has listings for 290 Agencies and 692 Programs. In 2006 our 211 call center received 16102. From the 12 month period preceding going live with 211 to the 12 month period including 211 going live the call volume increased from 9571 to 16102.

The most common reason clients give for calling United Way 211 of Pasco County is financial assistance. The local 211 service also plays a vital role in assisting individuals move toward financial stability. Between January and mid-April of 2007, 211 staff scheduled more than 4,000 appointments for low to moderate income families and senior residents to have their taxes prepared for free through the Prosperity Campaign. Our 211 is also very involved with disaster planning and emergency management.

The United Way 211 of Pasco County has worked closely with community partners, like Marine Corps Toys for Tots and Salvation Army with the Christmas Clearinghouse that provides over 3,400 families assistance during the Holidays. United Way 211 of Pasco County devoted significant time and

resources to implementing and operating 211 service to ease access for people in need to information about health and human services and support.

We respectfully request that the Commission find the public is well-served by the use of 211, that the Commission continue to support the 211 Dialing Code for this purpose, and that the Commission use its' authority to facilitate more widespread use of the service.

Sincerely,

Susan Arnett, President